

NRRS™ FIELD LEVEL TRAINING

Park.Net

FIELD LEVEL TRAINING

The Contractor shall utilize a train-the-trainer approach to train Agency/concessionaire personnel so that they can go back to their organizations and train other personnel. This training shall include innovative techniques to provide hands-on experience for students.

Training for *Trainers of Personnel* using Fax Communications

Provided by: Contractor

Description: Training focused on NRRS policies and procedures as they are implemented through fax communications between the Contractor and the Field Location; information on how to use the Help desk; detailed descriptions on how to access the various management and financial reports; and a general overview of all other reservation services provided by the Contractor, including the Field Reservation Program (FRP); and instruction on effective training methods.

Target Audience: Field level personnel who will be training others to use fax communication to implement NRRS. Must become a subject matter expert through this training experience, and have communication and presentation skills to teach others.

Class Size: No specific limit

Course Length: 2 Days

Training Location: At a minimum of four geographically dispersed, major metropolitan areas each year.

Operator Training for *Trainers of Personnel* using Park Office

(Park Office Software = Field Reservation Program or FRP)

Provided by: Contractor

Description: Uses primarily a “hands on” approach with each student having access to a computer that is fully outfitted with all of the FRP software. Training will focus on: NRRS policies and procedures as they are implemented through the FRP: communications procedures between the Contractor and the Field Location; how to use the Help desk; setting up the computer hardware, telecommunications and software to support the FRP; troubleshooting the initial installation; extensive training on the operation and use of all aspects of the FRP; detailed descriptions on how to access the various management and financial reports; a general overview of all other reservation services provided by the Contractor; and instruction on effective training methods.

Target Audience: Selected personnel who will teach others how to use the FRP. Must become a subject-matter expert through this intensive and in-depth training experience, and have communication and presentation skills to teach others.

Class Size: Class size will be limited to 12 (6-students/1 instructor).

Course Length: 5 Days

Training Locations: The training will be held at one of the Contractor’s work areas, using existing, networked computer training stations: Ballston Spa, New York and Rancho Cordova, California.

Self Directed Training (Computer Based Training)

Provided by: Contractor

Description: Self-training materials (i.e., CD-ROM) developed for use by personnel at field locations to supplement Park Office (FRP) operator training. (Note: This is not intended as a substitute for either the Operator Train-the-Trainer course or the Operator course).

Availability: Contractor will provide one set of materials for each Field Location.

Training for Personnel using Fax Communications

Provided by: Agency, conducted by personnel who have completed the fax communication train-the-trainer course.

Description: Focused on NRRS policies and procedures as they are implemented through fax communications between the Contractor and the Field Location; information on how to use the Help desk; and a general overview of other reservation services provided by the Contractor.

Target Audience: Field users of NRRS fax communications

Class Size: No specific limit

Course Length: ½ day

Training Locations: Determined locally by Agency

Operator Training for Users of Park Office Software

Provided by: Agency, conducted by personnel who have completed the operator train-the-trainer course

Description: Shall use primarily a “hands on” approach with each student having access to a computer that is fully outfitted with all of the FRP software. Training will focus on NRRS policies and procedures as they are implemented through the FRP: communications procedures between the Contractor and the Field Location; how to use the Help desk; troubleshooting; extensive training on the operation and use of certain aspects of the FRP.

Target Audience: Contract gate attendants

Class Size: Recommended class size limit is 12 (6-students/1 instructor).

Course Length: 2-½ days

Training Locations: Determined locally by each Agency District or Operations Management Area.